POSITION SUMMARY

Under the direction of the University Archivist and the Coordinator of Information and Privacy and in consultation with university departments and Archives' staff, advances the continued development, implementation, and maintenance of an effective archives program by assisting in-person and remote researchers; responding to a broad range of public and internal staff inquiries; providing detailed information on university and private records in the Archives' holdings; initiating outreach activities and supporting academic pedagogy by integrating archival materials into the teaching and research activities of the University; designing acquisition strategies to grow and strengthen research holdings; negotiating donation agreements and accessioning incoming donations and accruals; conducting arrangement and description of archival records; and administering FIPPA and donor-imposed access restrictions. Also plays a key role in the development and maintenance of the Archives' digital repository and associated digital preservation activities.

As an integral member of the Archives team, is an active participant in Archives' day to day projects, responsibilities and deliverables. Contributes to the success of a collaborative environment in recognition of the integrated nature of the Archives' three program areas (archives, records management, administration of privacy and access legislation) all of which are tied together by the concept of the record as a vital institutional asset that adds value to the University when managed effectively, but exposes the University to increased costs, risks and liabilities when managed poorly.

DUTIES AND RESPONSIBILITIES

Acquisition and Appraisal

- Responds to requests from or initiates contact with private organizations, individuals and community-based groups to discuss the acquisition of records of enduring research value, negotiate donation agreements, maintain ongoing contact and recognition, respond to requests for assistance and address concerns so as to establish and maintain good donor relations and grow and strengthen the Archives’ research holdings.

- Guides potential donors through the record donation process by advising them on legal transfer of ownership and tax receipt processes and negotiating access and use conditions with an aim to making the material as open and accessible as possible to the Archives’ research clientele.

- Appraises both university and private records in all media by assessing and documenting the research value of said records to ensure appropriate primary research materials are acquired to meet the information needs of the Archives' research clientele (both institutional and academic).

- Develops and implements acquisition strategies and targeted acquisition initiatives (within the scope of the Archives' acquisition mandate) by identifying collecting areas and reassessing collecting strengths and weaknesses from time to time to ensure appropriate primary research materials are acquired to meet the information needs of the Archives' research clientele.
• Accessions both university and privately donated records by recording key details about provenance, custodial history, physical extent, conservation needs, and scope and content to gain basic intellectual control over new acquisitions and to identify processing priorities.

• Ensures all legal, moral, and intellectual property issues are addressed in the acquisition of records.

**Arrangement and Description**

• Prioritizes a backlog of archival processing by assessing the potential demand for unprocessed material to make the records of greatest research value available to the Archives' clientele in as timely a fashion as resources will allow.

• Arranges and describes records by analyzing, researching, identifying, documenting and describing their contents and contexts and implementing nationally and/or internationally recognized descriptive standards to facilitate their discovery and use by members of the university community and the general public through finding aids, research guides, and online discovery tools.

• Creates and maintains a searchable online database of archival holdings (i.e. AtoM) that meets national archival standards and feeds into the Canadian archival information network.

**Reference Service and Discovery**

• Delivers client-oriented reference services to students, staff, faculty, visiting scholars, and members of the general public by conducting entry interviews (asking clear, concise and relevant questions) through various channels (email, telephone, in-person) to assess their instructional, informational, and research needs and to obtain sufficient information to provide clients with responsive resources and services.

• Administers access restrictions on records that are imposed by private donors or required by privacy and access legislation by understanding the Archives’ legal and ethical responsibilities, identifying the scope and time limit of applicable restrictions, and negotiating the use of research agreements, always with an aim to facilitating the greatest access possible within these legitimate constraints.

• Maintains reference and use statistics by recording data in a database to promote both the security of the Archives' holdings and to identify reference and use trends that may be used to assess and improve program performance.

• Oversees digital reproduction requests by liaising with clientele, creating reproduction work orders and assigning work to administrative staff to ensure the accurate and timely processing of reproduction requests.

• Develops and maintains general research resources in the Archives' Reading Room, including the acquisition of essential general reference tools, the maintenance of authority files, the identification of complementary online resources, and the authoring of reference guides to enhance the Archives' ability to respond to the information needs of its clientele.

• Supports academic pedagogy by instructing the Archives' research clientele on the use of archival discovery tools and research methods so that they can efficiently locate records responsive to their information needs.

• Liaises and collaborates with faculty by integrating archives into the teaching and research activities of the University to promote the University's teaching and research functions.

**Analogue Preservation**
• Exercises preventative conservation measures by re-housing, encapsulating, digitizing or performing other basic conservation techniques or arranges for active conservation treatments by professional conservators when required and/or resources allow to protect and prolong the accessibility of archival holdings.

• Assesses the physical condition of a range of analogue audiovisual formats and digitizes these formats by using a combination of in-house legacy equipment and/or external vendors to ensure their long-term preservation and accessibility.

**Digital Record-keeping, Preservation and Curation**

• Tests and deploys scalable preservation and access software and other technologies designed for the long-term preservation and discovery of the Archives’ digital holdings by assessing preservation needs and workflows, conducting quality assurance tests, and liaising with vendors and IT staff to ensure the Archives has the technical infrastructure and supports required to store, preserve, migrate and provide access to born-digital and digitized records.

• Assists in the development and maintenance of the Archives’ digital repository and associated services by designing and implementing OAIS-compliant functions—pre-ingest, ingest, archival storage, data management, administration, and access—to ensure the University can preserve, make accessible, and safeguard the authenticity of its information assets (corporate and privately donated) over the long term.

• Conducts digital repository self-audits by identifying strengths and weaknesses (organizational infrastructure, technical infrastructure and resource framework) to prioritize needed improvements.

• Designs and implements services and tools that support appraisal, retention scheduling, and proactive transfer of electronic records from university records-creating and storage systems to the Archives' digital repository by working with creating departments, donors, IT professionals, vendors and Archives’ colleagues to ensure the successful ingest and long-term preservation of records of enduring value.

• Adapts international digital record-keeping and preservation standards to institution-specific workflows, policies, and procedures, promoting alignment with professional best practices.

• Selectively digitizes analogue holdings to make them more widely discoverable and accessible to the Archives’ research clientele by identifying holdings that are in demand and free from privacy, confidentiality and copyright restrictions to promote SFU’s stories, achievements, legacy, and identity.

• Determines workflows and best practices for the arrangement and description of both analogue and born-digital collections.

• Develops detailed standards for descriptive, technical, and administrative metadata and communicates them widely so that records received into the custody of the Archives are authentic, reliable, and useable for the Archives’ designated community.

• Works with IT staff and vendors to integrate record-keeping requirements into existing systems, new off-the-shelf systems and systems upgrades and provides authoritative advice on information technology issues as they affect the long-term reliability and retrievability of the University’s information assets.
• Develops and maintains a network of professional relationships with other provincial, national and international memory institutions and professional associations engaged in digital record-keeping and preservation to leverage resources and knowledge.

Access and Privacy

• Reviews and assists in the completion of research agreement applications by reviewing drafts, identifying sections in need of improvement, and answering questions posed by applicants to better promote access to and research use of university records subject to privacy restrictions.

• Reviews private records during processing by being mindful of the contents of files and by liaising with donors to identify issues relating to the protection of personal privacy.

• Responds to informal access requests made by the Archives' research clientele by reviewing archival records containing personal and confidential information, and applying departmental procedures and interpreting exceptions to access as delineated in BC’s Freedom of Information and Protection of Privacy Act to ensure the University complies with its legal obligations under the Act.

• Promotes a culture of openness, transparency, and administrative fairness in university operations that is in balance with an informed respect for the confidentiality needs of the University and the privacy rights of staff, faculty, students, alumni, and members of the general public.

Education, Training and Outreach

• Advises Archives' research clientele on privacy, confidentiality, and copyright restrictions as they apply to the access and use of archival materials.

• Advises university departments and administrators on the long-term preservation implications of new record-making and record-keeping technologies and data processing systems.

• Advises staff, administrators, and faculty on new and emerging issues relating to archives administration, digital preservation and information governance in a university setting.

• Advises university employees and administrators on the use of the Archives' holdings in the promotion and celebration of SFU's stories, achievements, legacy, and identity.

• Educates and advises Archives’ clientele on the application of the Department’s policies, procedures and standards.

• Delivers presentations and leads tours of the Archives to members of the university community proactively or upon request to raise awareness of the Department and promote the use of its research holdings.

• Prepares orientation and training materials in the form of guidelines, articles, policies and procedures or manuals to be delivered through presentations, workshops, newsletters or online channels in order to increase clientele knowledge, expertise and competency in archival research, donation, etc.

• Provides authoritative advice to university departments and executive stakeholders on IT issues as they affect the long-term reliability and retrievability of university records.

• Guest lectures in undergraduate and graduate classes on archival science, records management, access and privacy administration, and digital preservation topics in support of the University's teaching and learning functions.
• Explores and implements, when appropriate, social media strategies to enhance the visibility of the Archives.

• Raises awareness and promotes use of the Archives’ research holdings by conceptualizing, developing and implementing exhibits and events to increase the overall profile of the Archives.

• Conducts customer satisfaction surveys by designing survey instruments and circulating them to the Archives' clientele to identify trends and strive for continuous improvement in all aspects of the Department's operations and services.

Policy Development

• Conducts research, provides input, and makes recommendations to the University Archivist on the development of policies, procedures and standards relating to a multitude of records-related and administrative functions to ensure good record-keeping, long-term preservation of research holdings, and departmental accountability.

• Maintains awareness of and acts as a resource on copyright as it relates to the discovery and access of archival materials.

• Ensures that policies, procedures and associated documents embody best practices and are compliant with professional ethics, legislation and related requirements, provincially, nationally and internationally.

• Prepares standard statistical reports on archives activities from files and databases in order to assess program efficiency and effectiveness and measure outputs.

• Improves archives procedures and practices by assessing the performance of the existing program, identifying required changes and recommending actions to maximize operational performance.

• Designs and implements the Archives' plans for disaster preparedness, response and recovery by assigning roles and responsibilities to staff, running drills, documenting plans, and maintaining a list of current vendors that could aid in disaster recovery to ensure the Department can minimize loss of its holdings in the event of a disaster.

Information Technology Management

• Plans, designs, implements and maintains departmental databases by identifying the need for automated systems in support of functions or activities, liaising with appropriate staff on user needs, refining databases in response to ongoing staff feedback, and writing system and user documentation to promote efficiency in the Archives’ operations and delivery of services (e.g., reference registration and statistics, physical control, authority control, accessioning, etc.).

• Liaises and effectively communicates with IT professionals and vendors on a wide variety of IT matters including database management, storage and back-up services, server management, open source software development, and VMware in support of digital preservation activities and/or the automation of archival functions and activities.

• Studies and makes recommendations on the acquisition and implementation of new technologies within the Department by assessing new software and other tools that would improve or make more efficient the Archives' daily operations and service delivery.

Facilities Management
• Monitors and analyzes environmental and security conditions in record storage and office spaces by means of physical inspection, hygrothermographic readings, and HVAC control panels in order to assess results, prepare impact reports and make recommendations.

• Liaises with Facilities Services' staff in the maintenance of records centre environmental systems to achieve optimal conservation conditions.

• Maintains the Archives' Category A designation for the storage of moveable cultural property as required and audited by the Department of Canadian Heritage.

• Monitors record centre space requirements to report on space needs and to inform facility planning.

Financial Management

• Identifies funding opportunities and prepares internal and external grant applications to supplement the Archives' recurring budget allocation.

• Arranges for the monetary appraisal of privately donated records and the tax credit issuing process by engaging appraisers and working closely with University Advancement to maintain good donor relations and adherence to financial standards.

Human Resource Management

• Supervises students, volunteers, contract employees, and vendors as required by checking completion of assignments for satisfactory quantity and quality of work.

• Assists in the orientation and training of new staff by explaining university-specific requirements and expectations as well as department-specific workflows and policies and procedures to ensure departmental operations and services are delivered reliably and consistently.

Strategic Planning

• Contributes to departmental business and strategic planning by developing yearly work plans and project plans and identifying operations and services in need of improvement to ensure the Archives is always striving towards continuous improvement.

• Exercises project management skills (managing, planning, and costing) to ensure that deadlines are met, expenditures are on budget, and goals are achieved.

• Prepares reports required for planning and accountability.

• Collaborates with university departments and information management-related peers (e.g. SFU Library, IT Services, etc.) to develop holistic solutions to institutional records and information management needs.

General Duties and Responsibilities

• Consults and coordinates activities with staff responsible for the Department’s other programs and administrative activities.
• Keeps abreast of new developments in the professional fields of archives administration, records and information management, privacy and access administration, and digital preservation through reading professional literature and attending conferences, workshops, and seminars.

• Provides service to professional communities by participating in professional associations and committees, and/or organizing conferences and events.

• Provides service to the University community by participating in standing and ad-hoc committees, working groups, celebratory and ceremonial functions, and/or governance opportunities.

• Liaises with colleagues within British Columbia and in other Canadian and international jurisdictions to exchange information on issues of mutual concern, and to develop proposals for harmonizing standards and best practices.

• Contributes to the development of professional knowledge by carrying out research, scholarly work, and innovative practice in the fields of archival science, records and information management, privacy and access administration, and digital preservation.

• Performs other related duties as assigned.

**REQUIRED KNOWLEDGE AND SKILLS**

• A Master's degree in Archival Studies, Information Studies, Archival and Library Studies, or another graduate degree with an Archival Studies specialization, from a recognized university archival education program.

• Comprehensive knowledge of archival science as practiced in a Canadian context.

• Comprehensive knowledge of RAD.

• Comprehensive knowledge of digital preservation theory and practice.

• Excellent oral and written communication skills (in English) to provide reference service; to liaise with donors; to teach information literacy skills to students; to lead community engagement activities; and to write policies, procedures, standards, guidelines, and correspondence.

• Superior organizational and detail-oriented skills to manage projects, coordinate administrative activities, and maintain administrative documentation.

• Superior research and analytical skills to resolve problems in the delivery of the Department's integrated programs and to advise university staff on the full range of records-centric issues that fall under the Department's sphere of functional responsibility.

• Ability to develop and implement acquisition strategies by identifying priority collecting topics and themes.

• Ability to appraise the significance and suitability of records for inclusion in the Archives' permanent holdings.

• Ability to develop and maintain contacts with potential donors to build and enhance the Department's research holdings.
• Ability to assess the information needs of the Archives' clientele and to determine appropriate sources to respond to those needs, and an ability to respond effectively to changing demands inherent in public reference service.

• Ability to be persuasive in promoting the need for and the value of the Department's programs and services.

• Ability to work as a member of a team of information management professionals and to move comfortably between different, but integrated program areas and functions.

• Ability to work independently and be self-motivated with only general supervision from the University Archivist.

• Ability to work under pressure and meet deadlines when managing competing priorities and multiple projects.

• A demonstrated passion for record-keeping, archives and cultural heritage.

**DESIRED KNOWLEDGE AND SKILLS**

**Experience and Technical Knowledge**

• 2-5 years of experience as a professional, credentialed archivist.

• A working knowledge of technical and metadata standards (e.g., OAIS, CGSB, PREMIS, METS and ISO standards relating to record-keeping, etc.).

• Knowledge of the B.C. Freedom of Information and Protection of Privacy Act and knowledge of the philosophies, principles, and practices that support the administration of the Act by a public body.

• Experience developing customized information technology solutions in archival and information management settings.

• Practical experience with digital preservation and access open-source software such as Archivematica and AtoM.

• Experience with digitization initiatives.

• Consultative skills in liaising with IT staff to identify record-keeping and digital preservation needs for enterprise-wide systems.

• Knowledge and experience of a higher education environment, including university policies, regulations, and governance structures, or knowledge and experience in an organization of comparable size and complexity to a university.

**Communication, Organization, and Decision-making**

• Experience with community engagement and outreach.

• Demonstrated success in identifying, cultivating, and stewarding donor relationships.
• Experience providing reference services to an academic research clientele, including students, faculty, visiting scholars, and occasionally members of the general public.

• Record of achievement in writing and obtaining grants, gifts, and awards.

• Capacity to develop and implement significant policy initiatives.

• Ability to evaluate and ensure risk and harm to individuals and the University is considered when managing access and privacy matters.

• Ability to exercise discretion when working with highly sensitive, personal and confidential information.

• Excellent project management skills.

• Focus on achieving results and improving both individual and departmental performance.

• Ability to champion innovative models and practices in archives administration, records management, access and privacy administration, and digital preservation.

• Demonstrated ability to complete work accurately and thoroughly.

**Human Relations**

• Excellent interpersonal skills using tact, diplomacy, and good judgment to deal courteously and effectively with faculty, staff, students, alumni, donors, visiting scholars, and the public.

• Ability to foster and promote a collaborative environment, willingly contributing personal strengths while leveraging the strengths of others.

• Ability to establish trust relationships and work effectively with employees at all levels of university administration in a constructive and positive manner, while still exercising professional integrity and independence.

• Appreciation for the concept of client-oriented service.

• Ability to be flexible and adapt to changing objectives and priorities.

• Ability to respond to differing opinions in a constructive manner.

• Ability to supervise staff.